



S/N 09/540,502

PATENT #8  
T.O.  
05/15/03UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Thomas G. Brewer et al. Examiner: Nguyen, Phuoc H  
Serial No.: 09/540,502 Group Art Unit: 2143  
Filed: March 31, 2000 Docket: 8374  
Title: Channel Director for Cross-Channel Customer Interactions

APPOINTMENT OF ASSOCIATE REPRESENTATIVES

Commissioner for Patents  
Washington, D.C. 20231

The undersigned attorney of record in the above-identified patent application hereby appoints:

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Serial Number: 09/649698

Filing Date: August 28, 2000

Title: METHODS AND DATABASE FOR EXTENDING COLUMNS IN A RECORD

Page 2  
Dkt: 1592,018US1

Reg. No. 41,791

Reg. No. 48,341

Reg. No. 30,440

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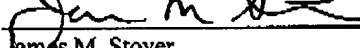
Respectfully submitted,

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Date MAY 6, 2003

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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Commissioner of Patents, Washington, D.C. 20231, on this 8<sup>th</sup> day of May, 2003.

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